

GUIDELINES FOR VISITORS AND PRE-SCREENING QUESTIONS

These Guidelines outline the requirements and expectations for your upcoming visit. They have been prepared by Community Living Toronto (CLTO) to protect the health and safety of people in our residential services, their families, and our staff. They reflect Public Health Ontario and Ministry Guidelines and are intended to limit the potential exposure to COVID-19.

All visits need to be pre-arranged with a CLTO staff representative of the location to be visited. The purpose, type of visit, expected timing and location requirements must be provided in advance.

It is strongly encouraged that anyone entering a CLTO location be vaccinated.

1. Scheduling and/or cancelling and rescheduling of visits will be at the discretion of the Program Supervisor/CLTO office contact. Visits may be cancelled/rescheduled if a visitor does not pass the Active Screening, or if operational needs of the home/office cannot be met. The total number of persons in the home at any time will also be considered, as per Public Health guidelines and operational requirements, in allowing the visit to proceed.
2. Visits will not be permitted at CLTO sites when there are active cases of COVID-19, if there are persons awaiting test results and/or if someone at the site is in isolation protocol.

Pre-Screening Prior to the Visit

3. As required by provincial guidelines, prior to entry you must pass an Active Screening for signs and symptoms of/potential exposure to COVID-19. **Review the Pre-Screening questions in advance and only come to the site if you pass these questions.**

On the Day of the Visit

4. Prior to entry, as part of Active Screening you will be asked to confirm your name, contact information and your vaccination status in the Service Now Safe Workplace (SWAS) App. This is required for the purpose of contact tracing.
5. Upon entry into the home, you must wear appropriate Personal Protective Equipment (PPE). You will be provided with a medical/procedural mask and face shield, to wear for the duration of the visit. You are expected to practice hand hygiene before, during, and after the visit.
6. As appropriate, visitors are permitted to engage in brief physical contact (e.g., a hug) during indoor or outdoor visits. Aside from this, you must attempt to maintain physical distancing restrictions (6 feet, or 2 metres) as is practical, and as related to the purpose of your visit. The visit may be ended if it becomes apparent that individuals cannot maintain physical distance (beyond brief physical contact).
7. You will only be permitted in the area designated (or required) for the visit. You will not be permitted elsewhere in the home or office.

8. Only items necessary to perform the essential service are to be brought into the location and must be cleaned and disinfected (to the extent possible). Sharing of equipment should be minimized as much as possible. Any item that is shared must be cleaned and disinfected between uses.

Following the Visit

9. If you experience symptoms of or test positive for COVID-19 within 14 days after your visit, you must inform CLTO and Toronto Public Health.

PRE-SCREENING QUESTIONS

The following questions are to be answered by all visitors prior to arriving at a CLTO location. These questions will also be posted at the entrance to the CLTO location.

1. **Do you have any of the following new or worsening symptoms or signs?** Symptoms should not be chronic or related to other known causes or conditions.

- Fever or chills
- Difficulty breathing or shortness of breath
- New or worsening cough
- Sore throat, trouble swallowing
- Runny nose, stuffy nose or nasal congestion
- Decrease or loss of smell or taste
- Nausea, vomiting, diarrhea, abdominal pain
- Not feeling well, extreme tiredness, sore muscles

If yes to any, delay your visit, complete the Ministry of Health online self-assessment and follow the instructions.

2. **Have you travelled outside of Canada in the past 14 days?**

If yes, and you are subject to mandatory quarantine, delay your visit. You must follow the Public Health Agency of Canada instructions related to mandatory quarantine restrictions when returning from travel outside of Canada.

3. **Have you recently (within the last 14 days) visited or worked in a different location that is currently experiencing an outbreak where you have been asked to self-isolate?**

If yes, do not visit until your self-isolation is completed.

4. **In the last 14 days have you have been asked to isolate at home because of a COVID test or due to having close contact (high-risk exposure) with someone who currently has COVID-19?**

If yes, do not visit until your self-isolation is completed.

5. **Toronto Public Health has in place recommendations and restrictions including limits on gatherings, hand hygiene and respiratory etiquette, and the use of face coverings and masks. Have you breached any of these?**

If yes, delay your visit.